



CITY OF SURPRISE
Veterans, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, January 8, 2020 @ 6:00 PM
COUNCIL CHAMBERS

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Current Events and Reports
- E. Staff Reports
- F. Veterans, Disability and Human Services Commission

CALL TO THE PUBLIC:

INSTRUCTIONS: In order to address the Board\Commission, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the Secretary before the meeting begins.

Note: A.R.S. 38-431.01(H) - During this time members of the public may address the Board\Commission only on issues within the jurisdiction of the Board\Commission which are not an item on the agenda. At the conclusion of the open call, the Board\Commission may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|--|--|
| 1. | Internal | Consideration and action pertaining to approval of the December 11, 2019 Veterans, Disability and Human Services Commission meeting minutes. | Yvonne Lopez
Human Svcs and
Comm Vitality |
| 2. | Citywide | Presentation and discussion pertaining to an overview and update of the Interfaith Homeless Emergency Lodging Program (IHELP). | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to Arizona at Work and the Workforce Innovation and Opportunity Act (WIOA). | None

Paul Bernardo
Human Svcs and
Comm Vitality |
- G. Other Business and Future Agenda Items
 - H. Executive Session

For information purposes: Upon a public majority vote of a quorum ("Commission"), the Commission may hold an executive session, which will not be open to the public, but for only the following purposes: discussion or consideration of records exempt by law from public inspection (A.R.S. §38-431.03(A)(2));

or discussion or consultation for legal advice with the attorney or attorneys of the public body (A.R.S. §38-431.03(A)(3)).

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

The Commission may vote to hold an executive session for the purpose of obtaining legal advice from the Commission's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

I. Adjournment

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: January 6, 2020 at 2:25 PM

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 8, 2020

Contact Person: Yvonne Lopez, Administrative
Specialist Sr

Submitting Department: Human Svcs and Comm Vitality District: Internal

Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to approval of the December 11, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the December 11, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

Policy Compliant:

This presentation is compliant with City and Council policy.

Financial Impact:

There is no Financial Impact associated with this item.

Budget Impact:

There is no Budget Impact associated with this item.

FTE Impact:

There is no FTE Impact associated with this item.

ATTACHMENTS:

1. 12.11.19 VDHS Commission Minutes
-

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

December 11, 2019 / 6:00 PM

**COUNCIL CHAMBERS
16000 North Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Chair George Van de Langeryt called the Veterans, Disability, and Human Services Commission Meeting to order at 6:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on November 13, 2019.

A. ROLL CALL

In attendance were Chair George Van de Langeryt, and, Kathryn Chandler, Shawna Daigle, Steffen Hanzel, Dan Moore, Andrew Witzel, and Tom Short. Vice-Chair Karissa Perry, Commissioners Larry Brown, Bruce Hertzog were absent.

STAFF PRESENT:

Community Partnerships Manager Paul Bernardo, Human Service & Community Vitality Manager Joe Gladieux, Neighborhood Services Supervisor Adam Lane, Neighborhood Services Program Coordinator Adriane Clarke, Surprise Resource Center Supervisor Jennifer Griffin, and Commission Liaison Yvonne Lopez were present.

COUNCIL MEMBERS PRESENT:

None

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

Chair Van de Langeryt announced the following upcoming events:

- #TechtheHalls
- Cookies & Crafts with Santa
- Sunday in the Park Food Truck Festival
- Adaptive Rec Holiday Event

D. STAFF REPORT

Community Partnerships Manager Paul Bernardo stated Vice Mayor Winters and Chief Young are engaged on the issue regarding accessible parking. There is also a Commission Vacancy that will not be filled at this time. City Council subcommittee has requested a review of various policies regarding boards and commissions. He also introduced the new Resource Center Supervisor, Jennifer Griffin.

CALL TO THE PUBLIC:

Chair Van de Langeryt opened the call to the public to discuss any items, not on the agenda.

Hearing none, Chair Van del Langeryt closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEM - PUBLIC HEARING:

Item 1 – Citywide – Consideration and action pertaining to approval of the City of Surprise HOME Consortium Annual Action Plan Amendement for Program Years 2017, 2018, and 2019.

Mr. Adam Lane, Neighborhood Services Supervisor, presented item 1 to the Commission.

Chair Van de Langeryt opened the public hearing.

Hearing no comments, Chair Van del Langeryt opened the discussion to commission member comments.

The Commission discussed the following:

- Action Plan Amendment
- Tenant Based Rental Assistance
- Housing Rehabilitation Program

Commissioner Hanzel made a motion to approve the Amended HOME Consortium Annual Action Plans for years 2017, 2018, and 2019. Commissioner Chandler seconded the motion. The motion passed with seven yes votes.

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 2 – Internal – Consideration and action pertaining to the November 13, 2019 Veterans, Disability, and Human Services Commission Meeting minutes.

Commissioner Short made a motion to approve the November 13, 2019 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Daigle seconded the motion. The motion passed with seven yes votes.

Item 3 – Citywide - Presentation and discussion pertaining to the Surprise Police Crisis Intervention Team.

Lieutenant Norm Owens, from the Surprise Police Department, presented item 3 to the Commission.

The Commission discussed the following:

- Community policing
- Improving responses for people in crisis
- Crisis Intervention - Emotional First Aid

Item 4 – Citywide – Presentation and discussion pertaining to research regarding acquiring designation as a Disability Friendly City.

Community Partnerships Manager Paul Bernardo, from Surprise Human Services & Community Vitality, presented item 4 to the Commission.

The Commission discussed the following:

- Corporate Entity (WalletHub)
- International Board of Credentialing & Continuing Education Standards
- Certified Autism Destination
- Process of certification
- Private philanthropic effort
- Firstplace

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

The Commission had an open discussion regarding items they would like added to future agendas. Items included:

- Accessible Parking Code Presentation

ADJOURNMENT:

Hearing no further business, Chair Van de Langeryt adjourned the Veterans, Disability, and Human Services Commission meeting at 7:31 p.m.

Paul Bernardo
Community Partnerships Manager

George Van de Langeryt
Veterans, Disability and Human Services Commission Chair

The foregoing instrument is a full, true, and correct copy of the original document on file in the office of the City Clerk, City of Surprise, Arizona.

ATTEST BY: _____
Yvonne Lopez, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 8, 2020

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to an overview and update of the Interfaith Homeless Emergency Lodging Program (IHELP).

Motion:

Discussion only.

Background:

Interfaith Homeless Emergency Lodging Program (I-HELP) provides a safe place to sleep and a hot meal for adults experiencing homelessness. I-HELP also offers case management services to connect individuals to the vital resources needed to regain stability and break the vicious cycle of homelessness.

Objective Analysis:

I-HELP is a unique, cost effective program that uses what churches have in abundance (space, volunteers, the desire to help the stranger) to provide overnight emergency shelter to those experiencing homelessness and case management to help them move from crisis to stability. This presentation will provide information and an overview of the programs and services offered by Lutheran Social Services of the Southwest and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policy.

Financial Impact:

There is no Financial Impact associated with this item.

Budget Impact:

There is no Budget Impact associated with this item.

FTE Impact:

There is no FTE Impact associated with this item.

ATTACHMENTS:

1. I-HELP Presentation



Today we will share:

- Overview of Lutheran Social Services of the Southwest
- What is I-HELP?
- Updates on I-HELP in Surprise
- Volunteer opportunities
- Referral Information



Lutheran Social Services of the Southwest
stabilizes lives during times of crisis and transition,
builds foundations from which people can thrive, and
preserves dignity and respect for Arizona's most
vulnerable populations.



LSS-SW Programs

- **Aging & Disability Services –Southern AZ**
 - In-Home Care
 - Meals on Wheels
 - Grocery Shopping
- **Children & Family Services**
 - Family Resource Centers
 - Parent Aide Services
 - Foster Care for children and adults with disabilities
- **Refugee & Immigration Services**
 - Refugee Resettlement
 - Intensive Case Management
 - Employment Services
 - Low-Cost Immigration Services
 - K-12 Refugee Education Services
 - Women's Empowerment Program
 - Youth Mentorship



Emergency Services

- Food pantries
- Utility assistance
- Disaster response and recovery training
- I-HELP
 - Mesa
 - Avondale/Goodyear
 - Surprise



Interfaith Homeless Emergency Lodging Program



LSS-SW I-HELP History

- 2009 – I-HELP Mesa begins
- 2010 – I-HELP Mesa is fully operational
- 2017 – I-HELP in Avondale begins
- 2019 – I-HELP in Surprise begins



What is I-HELP?

- I-HELP is a unique, cost effective program that uses what churches have in abundance (space, volunteers, the desire to help the stranger) to provide overnight emergency shelter to those experiencing homelessness and case management to help them move from crisis to stability.



Houses of Worship Provide

- Space
- Nutritious food for meals
- Volunteers
- Mats
- Bedding
- Towels
- Moral and spiritual support
- Marketing and promotion to raise funds



LSS-SW Provides

- Staff
- Cell phones, computers
- Liability
- Access to healthcare, mental health
- Transportation
- HMIS, VI-SPDAT
- Monitor/Peer Monitor training
- Resources for assistance
 - Thrift store vouchers
 - Utility deposits
- Grant Administration and Program Management



Northwest Valley I-HELP Successes

- Hired Case Manager
- Program Begin on October 27th
- 10 I-HELP Guests
- 5 City of Surprise residents
- 2 employed
- 4 receiving benefits (SSI)
- 2 Applied for benefits (V.A., SSI, and SSD)
- Staff trained to use HMIS, November 19, 2019
- Hiring Program Assistant



Northwest Valley I-HELP Successes

- Four Host Churches
 - Church of the Psalms, Sun City
 - West Valley Bible Church, El Mirage
 - Shepherd of the Desert Lutheran, Sun City
 - Pan de Vida Lutheran, Surprise
- Host Nights
 - Monday
 - Tuesday
 - Thursday
 - Friday
 - Sunday



Volunteers make this possible!

200 volunteers per month



Get Involved!



- Host
- Volunteer
 - Drivers
 - Intake Worker
 - Overnight Monitor
- Donate
 - Sheets, blankets, pillows
 - Hygiene supplies (mini)
 - Towels
 - Socks and underwear (new)
 - Non-perishable snacks

A typical night in I-HELP...



Referral Information



Call Case Manager Jocelyn Johnson
623-222-1659

Intake hours: Monday thru Thursday
2 p.m. to 4 p.m.

City of Surprise Resource Center
12425 W. Bell Road, Ste. 124,
Surprise, AZ 85374



Northwest Valley I-HELP Staff

Robert Sanders

Regional Director, Emergency Services

rsanders@lss-sw.org

480-284-1081

Beth Rogers

Program Coordinator

brogers@lss-sw.org

602-501-5783

Jocelyn Johnson

Case Manager

jjohnson@lss-sw.org

623-222-1659

Program Assistant (Hiring in process)

Questions?



Thank you!





CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 8, 2020

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to Arizona at Work and the Workforce Innovation and Opportunity Act (WIOA).

Motion:

Discussion Only

Background:

ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. For job seekers throughout the state, they provide services and resources to pursue employment opportunities.

The Workforce Innovation and Opportunity Act (WIOA) was created to provide state and local areas the flexibility to collaborate across systems in an effort to better address the employment and skills needs of current employees, jobseekers, and employers.

Objective Analysis:

ARIZONA@WORK can help make sense of the changing labor landscape with data that brings the economic and occupational picture of Maricopa County into focus.

Workforce Innovation and Opportunity Act (WIOA) is designed to strengthen and improve the nation's public workforce development system by helping Americans with barriers to employment, including individuals with disabilities, achieve high quality careers and helping employers hire and retain skilled workers.

This presentation will provide information and an overview of ARIZONA@WORK, WIOA and other job seeker and employment services and allow the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policies

Financial Impact:

There is no Financial Impact associated with this item.

Budget Impact:

There is no Budget Impact associated with this item.

FTE Impact:

There is no FTE Impact associated with this item.

ATTACHMENTS:

1. Workforce Presentation
-

A large, thick, black L-shaped graphic that frames the central text. It starts at the top left, goes right, then turns 90 degrees and goes down to the bottom right corner.

ARIZONA @ WORK & WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Vision

- The Workforce Innovation and Opportunity Act (WIOA) was created to provide state and local areas the flexibility to collaborate across systems in an effort to better address the employment and skills needs of current employees, jobseekers, and employers. WIOA accomplishes this by prescribing:
 - **A Stronger Alignment** of the workforce, education, and economic development systems; and
 - **Improving the structure and delivery** in the system to assist America's workers in achieving a family-sustaining wage while providing America's employers with the skilled workers they need to compete on a global level.

WIOA in Practice - Arizona @ Work

- **Who We Are** - ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. For job seekers throughout the state, we provide services and resources to pursue employment opportunities.
- **How We Work** - We are a public and private partnership with 12 regional areas and 47 local offices, all working together through one organization—ARIZONA@WORK—and all sharing one mission: providing innovative workforce solutions to employers and job seekers.

Job Seeker Services

■ Adult/Dislocated Worker Services

- *Posting your resume on the statewide job database*
- *Providing career guidance and assessments*
- *Matching you with job opportunities that are the right fit for you*
- *Preparing you with customized training, education and skills development*
- *Hosting hiring events where you can connect with employers*
- *Assisting with specialized services for veterans, disabled job seekers and others*
- *Directing you to social services, if needed*

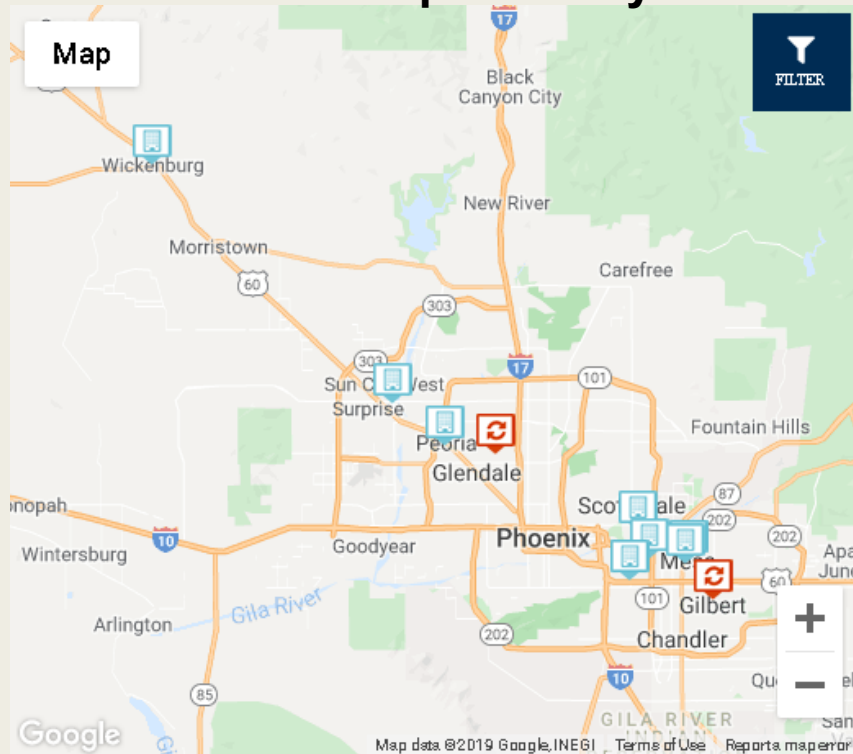
Job Seeker Services

■ Youth Services

- *Same services as provided to Adult and Dislocated Workers.*
- *Assists out of school or out of work young adults ages 16-24 in furthering their education or finding employment.*
- *Enrolled youth participate in a year round program where they receive tools to become successful, productive citizens.*

Locations

Maricopa County



City of Phoenix



www.arizonaatwork.com

Employer Services – Customized Recruitment Services

- **JOB POSTING** - You can directly access the state's largest workforce database with thousands of job seekers and job listings: www.AZJobConnection.gov
- **CANDIDATE MATCHING AND PRE-SCREENING** - ARIZONA@WORK can find and match job candidates who meet your key hiring criteria, conducting initial evaluations to identify experience levels and skill sets.
- **SKILLS ASSESSMENT** - Using a variety of tools to assess everything from basic reading and writing skills to computer proficiency, we can help identify qualified candidates for your job openings.
- **HIRING EVENTS** - ARIZONA@WORK regularly hosts hiring events, providing an opportunity for you to connect with available, interested and skilled applicants.
- **SPECIAL RECRUITMENT SERVICES** - We can provide interview space and other customized services, such as helping companies that come to Arizona and need to hire many employees quickly.

Employer Services – Employee Development Programs

- **JOB-SPECIFIC SKILLS TRAINING** - We provide access to customized training for your employees who require additional job skills.
- **ON-THE-JOB TRAINING (OJT)** - Qualified employees can receive on-the-job training with their salary partially subsidized.
- **APPRENTICESHIPS** - Private and public sector sponsors operate registered apprenticeship programs and cover training costs and wages.
- **ARIZONA JOB TRAINING PROGRAM** - Design a customized curriculum to meet your workforce needs and supplement short-term training costs through the program.

Employer Services – Business Support Resources

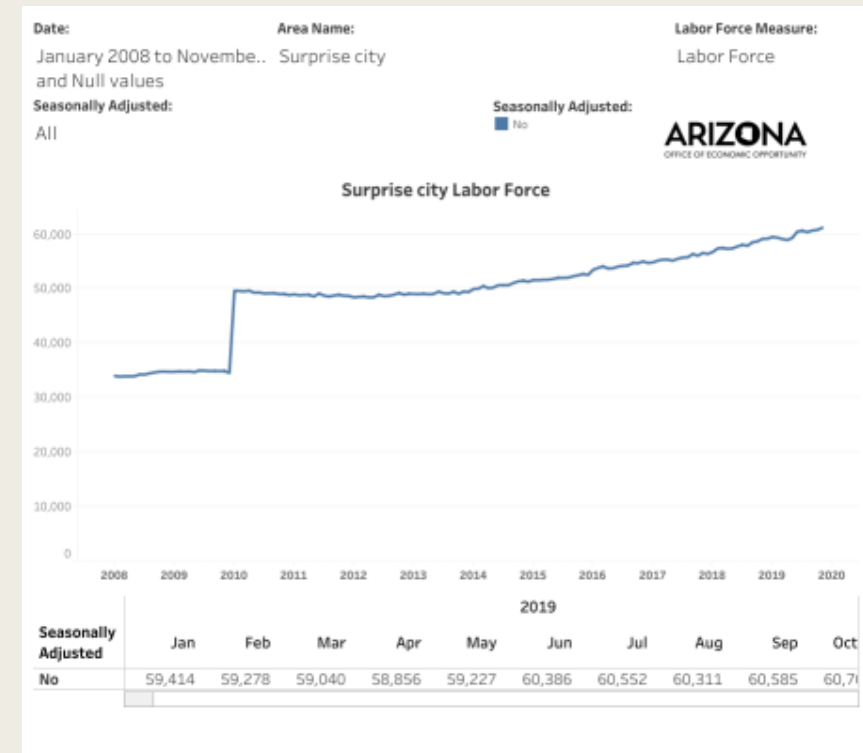
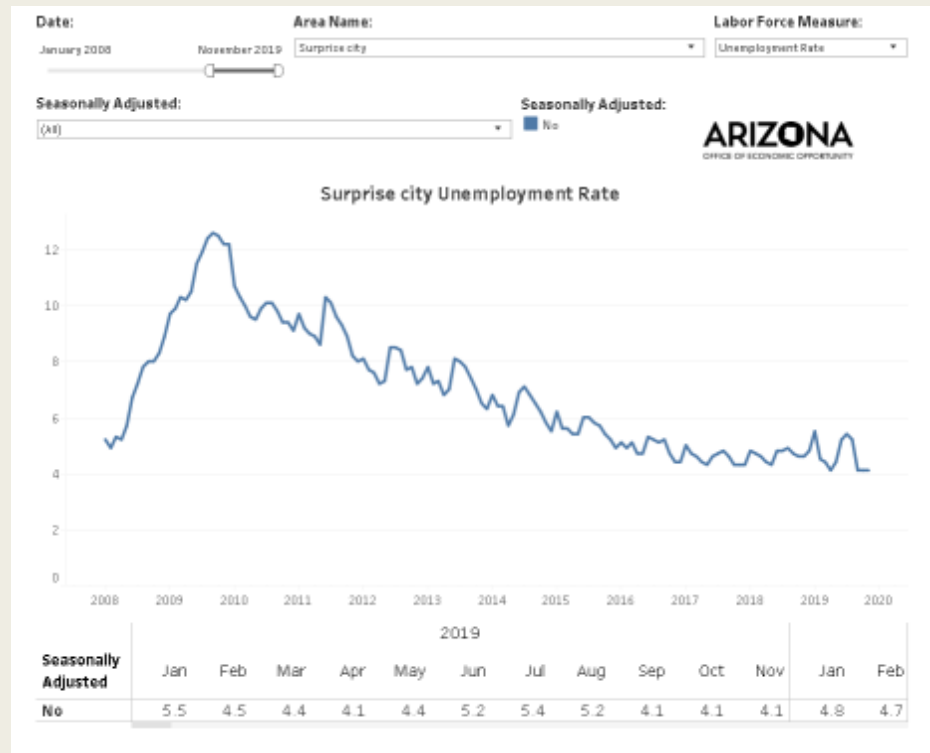
- **LABOR MARKET INSIGHT** - ARIZONA@WORK can help make sense of the changing labor landscape with data that bring the economic and occupational picture of Maricopa County into focus, including:
 - *Local and national labor market, employment and economic information*
 - *Population and demographic statistics*
 - *Industry trends and occupational outlook surveys*
 - *Labor law compliance updates*
 - *Unemployment insurance information*
- **TAX CREDITS AND INCENTIVES** - Arizona companies that hire targeted employee groups or provide specialized training and services may be eligible for tax credits and incentives, from hiring qualified veterans and the disabled to operating within an Enterprise Zone.
- **RAPID RESPONSE SERVICES** - For businesses that anticipate downsizing or restructuring, ARIZONA@WORK Rapid Response Services can help meet the needs of companies and employees with layoff aversion, pre-layoff assistance and other specialized support.



LOCAL INFORMATION



City of Surprise Unemployment and Labor Force Rates



Vital Industries in Surprise

Cluster	# of Employers	# of Employees
Consumer Services	265	4410
Retail	127	4360
Health Care	172	2230
Government, Social, & Advocacy Services	65	2140
Education	43	1760
Transportation & Distribution	27	1070
Construction	47	860
Business Services	57	820
Finance, Insurance, & Real Estate (FIRE)	85	770
Hospitality, Tourism, & Recreation	39	670
Resource-Dependent Activities	10	520
Telecommunications	14	280
Metal Inputs & Transportation-Related Manufacturing	3	180
Non-Metallic Manufacturing	5	170
Consumer Goods Manufacturing	5	140
Media, Publishing, & Entertainment	6	70
High Tech Manufacturing & Development	1	5

- Local economy still primarily retail, healthcare, and consumer services
- Growing industrial and manufacturing sector

www.azmag.gov

Events in Surprise

- Quarterly job fairs are held around the city including some that specifically target industries or population groups.
 - *Next two events include:*
 - Surprise Winter Career Fair on January 31, 2020 open to all employers in the Surprise area at the Northwest Regional Library.
 - Surprise Industrial Career Fair in April 2020 (date and location TBA)
 - *Annual Surprise Youth Career Fair*
 - Organized by the City of Surprise Youth Services Team with assistance from AZ@Work to recruit employers and provide workshops to students.
 - *Other hiring events include:*
 - Individual company hiring events, generally held at the Surprise Resource Center
 - Industry focused events such as Retail Career Fair at Rio Salado College
- Surprise Veterans Job Club
 - *Monthly networking opportunity for veterans and family members to meet and discuss career search struggles, interact with employers, and build on their professional networks*

Training Services in Surprise

Workshops

■ Current Offerings:

- *Relevant Resumes: Teaches clients how to develop targeted resumes that can be altered depending on the specific position*
 - Offered the 1st Tuesday of each month from 9:00am – 12:00pm at the Surprise Resource Center
- *Igniting your Interview: Provides clients with insight into the interview process, how to answer complex behavioral questions, and interview preparation*
 - Offered the 3rd Tuesday of each month from 9:00am – 12:00pm at the Surprise Resource Center

■ Future Offerings:

- *Currently developing a Job Search Strategies workshop that will inform clients in how to maximize their job search beyond the standard Indeed, Monster, Zip Recruiter, etc. type search.*
 - Currently in discussion with Northwest Regional Library to offer this workshop

Questions...

???????

Contacts

- **Andrew Witzel: Workforce Development Coordinator – Surprise**

- *12425 W. Bell Road, Building A, Suite 124, Surprise, AZ 85378*
- *Office: (623) 222-1630, Cell: (602) 527-0042*
- *Email: andrew.Witzel@maricopa.gov*

- **West Valley Career Center:**

- *4425 West Olive Avenue, Glendale AZ 85302, 602-372-4200*

- **East Valley Job Center:**

- *735 N. Gilbert Road Suite 134, Gilbert AZ 85234, 602-372-9700*